

URGENCY OR EMERGENCY?

AN URGENT NEED FOR HEALTHCARE DOESN'T ALWAYS CALL FOR A VISIT TO THE EMERGENCY ROOM. SO HOW CAN PATIENTS KNOW WHEN TO HEAD FOR AN URGENT CARE CENTER — AND WHEN IT'S SOMETHING MORE SERIOUS?



Urgent Care[®]
Association
of America

WHAT ARE PATIENTS' HEALTHCARE OPTIONS?

URGENT CARE

URGENT CARE CENTERS offer high-quality care for common illnesses and non-life threatening injuries, with walk-in, after-hours and weekend availability. Many also offer X-rays and conduct lab tests. Due to shorter wait times and lower prices, urgent care centers often are a more convenient and affordable option for a variety of situations.



- Strains and Sprains
- Animal Bites
- Mild Asthma
- Rashes and Minor Burns
- Ear or Sinus Pain
- Cold or Flu Systems
- Cough or Sore Throat
- Foreign Object in Eye/Nose
- X-rays
- Nausea/Vomiting/Diarrhea
- Minor Allergic Reactions
- Minor Fractures

EMERGENCY ROOM

EMERGENCY ROOMS are equipped to handle life- and limb-threatening situations like heart attacks, strokes, major bleeding and severe burns, and are open 24 hours a day.

FREE-STANDING EMERGENCY ROOMS offer emergency care - and charge emergency room prices. They are not connected to a hospital, so it can be easy to confuse them with urgent care centers.

FREE-STANDING EMERGENCY ROOM

BEFORE RECEIVING CARE, BE SURE TO CONFIRM THE TYPE OF FACILITY YOU'RE VISITING - THERE COULD BE A SIGNIFICANT DIFFERENCE IN BILLING IF YOU'RE IN A FREE-STANDING EMERGENCY ROOM VERSUS AN URGENT CARE CENTER.

DOLLARS AND SENSE¹



The **AVERAGE COST OF AN URGENT CARE CENTER VISIT IS \$150** - compared to the average cost of an ER visit at \$1,354

WHY WAIT?

90%

of urgent care centers offer a wait time of **30 MINUTES** or less to see a provider³



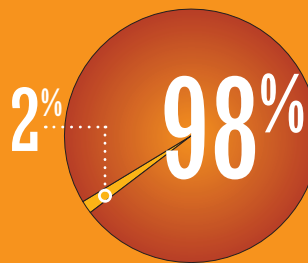
The average wait time for an emergency room visit is **FOUR HOURS²**

In 84% of urgent care center visits, the total time for an entire visit is **60 MINUTES OR LESS³**

84%



PATIENTS AT AN URGENT CARE³



98% OF PATIENTS who visit an urgent care are in the appropriate care setting

2% need to be transferred to an emergency room

URGENT NEED FOR URGENT CARE³



89% of urgent care providers say the **NUMBER OF PATIENT VISITS INCREASED** in 2014

91% of urgent care centers **ANTICIPATED GROWTH** in 2015

¹ Medical Expenditure Panel Survey, 2011
² Pulse Report, 2011
³ UCAOA 2015 Benchmarking Survey

More information about the Urgent Care Association of America and the urgent care industry can be found at ucaoa.org/?IndustryNews. Patients can visit whereisurgentcare.com to find an urgent care center near them.